



**Mental Health  
Association  
of Arizona**

Michael Silver, M.S.H.A.  
*President, Board of Directors*

Cheryl Collier Becker  
*Executive Director*

March 13, 2001

Dear Friends:

In our effort to effect positive changes in the current behavioral health service delivery system, the Mental Health Association of Arizona together with the Arizona Department of Health Services, Division of Behavioral Health Services, are jointly seeking your participation in the enclosed consumer survey.

The survey asks about you or your child's experience with the mental health and substance abuse service system as well as your thoughts of how these services have helped you or your child's daily activities. Your responses will be confidential and remain anonymous. Although a code has been included in the survey, it will solely be used for tracking duplicate responses.

Please take a few minutes to respond to the survey questions to the best of your knowledge. I would also like to encourage you to say a few words about how you feel changes should be made.

Thank you for your participation and unwavering support to help improve the service system. Please feel free to call the Mental Health Association of Arizona if we can be of help to you or your family.

Sincerely,

Cheryl Collier  
Executive Director



A United Way  
Primary Partner Agency

6411 East Thomas Road • Scottsdale, AZ 85251 • 480-994-4407 • 800-MHA-9277 • Fax: 480-994-4744

*An affiliate of the National Mental Health Association • A 501(c)(3) non-profit organization serving Arizona since 1954*



Planning & Research Department  
4575 East Broadway  
Tucson, Arizona 85711

Switchboard: 520 / 325-4268  
FAX: 520 / 318-6935

Dear Consumer

CPSA is conducting a survey of individuals receiving behavioral health services in Pima, Cochise, Graham, Greenlee and Santa Cruz Counties.

The survey is designed to get an idea how the customers who have used our services feel about the services they have received, and whether those services are making a difference in their life. For this survey to be successful, we need your cooperation – so please complete the enclosed form and return it in the self-addressed, stamped envelope as soon as possible. And be assured that your responses are confidential and will be clumped with the Responses of 600 other individuals who are receiving the survey.

As you can see, for most of the items on the survey, you are asked to rate your agreement or disagreement with statements about our services. A final item allows you to give us your own comments.

Thank you for taking the time to fill out and return the survey promptly. We appreciate your help and input. If you have any questions regarding this survey, please contact Carla Proaño at 325-4268 or 1-800-959-1063.

Sincerely,

Noel Gonzalez, Ph.D., NCC, CPHQ  
Director, Performance Improvement and Quality Management  
Community Partnership of Southern Arizona